



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Missing OnStar® Owner Kit Integration in Vehicle Owner Manual

**Models:** 2012-2014 GM Passenger Cars and Light Duty Trucks

*This bulletin is being revised to include the 2013-2014 model year vehicles, update the covered models and the Recommendation/Instructions section. Please discard PI0574.*

### Condition/Concern

Some customers, or dealers performing PDI, may comment on missing OnStar® Owner Manuals.

The OnStar® Owner Manual is now integrated into the Vehicle Owner Manual.

### Recommendation/Instructions

In our continued efforts towards a streamlined customer experience, Customer Care and Aftersales and OnStar® will implement a change to the "glovebox literature" received by customers upon taking vehicle delivery.

Beginning with 2012 model year vehicles, the OnStar® Owner Kit will be discontinued and enhanced OnStar® content will be integrated into the Vehicle Owner Manual.

For all 2012-2014 model year vehicles, customers will easily find their OnStar information within the Vehicle Owner Manual. Service portfolio education, command/prompts tutorials, and other useful information will continue to be provided in a condensed format. In addition, OnStar® Terms and Conditions will be provided to all customers with the OnStar® Welcome Letter, approximately ten days after taking vehicle delivery.

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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